1.   TOTS General Information for Child Welfare Users

The Louisiana Department of Children and Family Services (DCFS) and ACS State and Local Solutions has developed a Tracking of Time Services (TOTS) system. This system uses a Biometric Finger Image Reader and Point of Service (POS) device instead of paper invoices. This is the system DCFS is using to record the child care time and attendance of Child Welfare children receiving day care services.

Parents and/or household designees must use this machine to enter time and attendance information for children receiving DCFS sponsored child care services.

It is very important the parent or household designee check their child(ren) in and out of your facility every day using this equipment in order to accurately capture their attendance for accurate payments. The POS machine will provide a response each time a child is checked in or out of a day care facility.

This system works on the principle of a child/children in a case. Currently, for Child Welfare (formerly known as OCS – Office of Community Services) there is only one child per case.

Biometric Finger Image Scanner and Point of Service Device picture

2. Daily Check In

To record a child's time and attendance, the parent (or their designee) must scan their finger image on the biometric reader, and then follow the prompts on the POS device. The following are the procedures for this process:
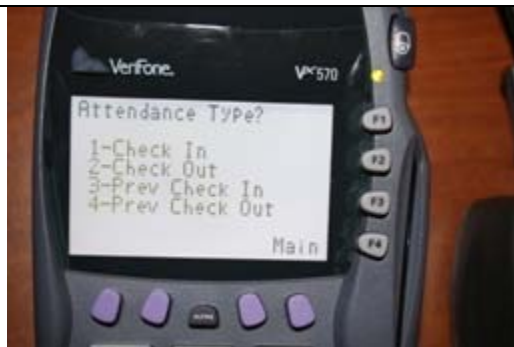
	Household Designee or Alternate Designee press F2 and scans his/her finger
	The screen displays 'Scan Finger Now'
	The Household Designee places the finger that was registered to scan on the device. If the finger scan is known to the TOTS system, the clients time and attendance number(s) that the scanner is associated with appear on the screen.
	If there is a problem with the scan, a message may appear that asks you to 'Try Pressing harder', 'Move Left' or Move Right'. If following these directions does not work, a message appears 'Finger Image Unknown - Contact Local Office'. If this is not a machine error, the household designee will have to make a trip to the nearest local DCFS Office for the household designee to be rescanned.
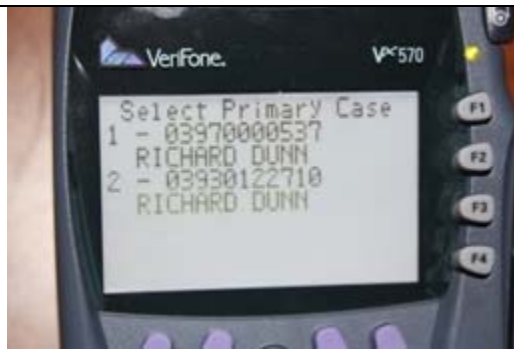
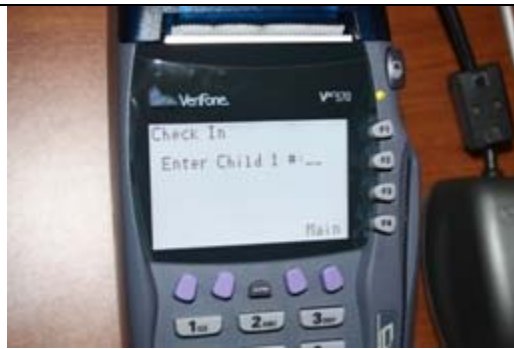|	
	Once you have scanned correctly, the screen will ask you to 'Select Primary Case'. A list of clients for which the scanner is authorized to check in or out of the center appears on the screen. You must be able to identify the time and attendance number listed on the screen for each child you are picking up as the name of the child is not displayed on the screen. If you do not know the Time and Attendance numbers for your child(ren), the provider should be able to help you with this or you can call your local office for your time and attendance number. Select the correct client by entering a 1 or 2 to designate the correct child or 'Next' if you have more than 3 children.
	The next screen asks for the Attendance Type. If you are checking in a child press 1. If you are checking out a child press 2 If you are doing a previous check in press 3 If you are doing a previous check out press 4
	In this example '1' for 'Check In' was pressed. A screen appears with 'Check In 'Enter Child 1 #__'. **For Child Welfare (formerly known as Office of Community Services) clients, this number is always '01'. Each child is considered a case in TOTS so the number entered on this screen is always '01'.** Press GREEN ENTER key.
	A Check In screen will display again asking you to 'Enter Child - 2 #__'. Press the GREEN ENTER key again. **Do not type in another number on this screen.**

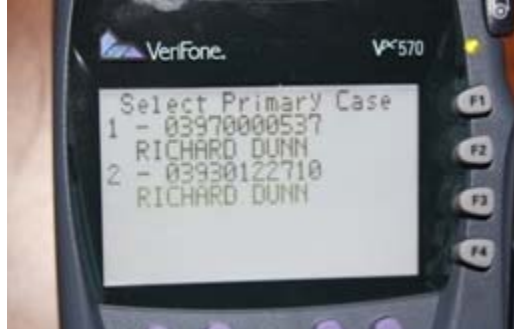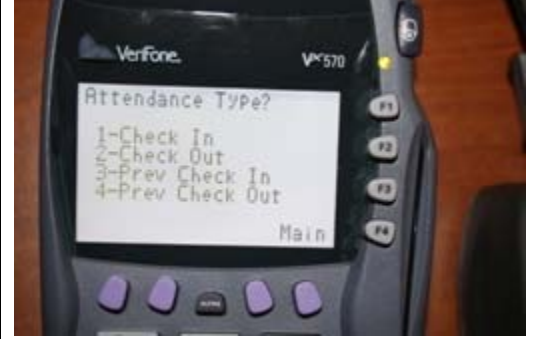|	
	A message appears on the screen "Contacting Host and Dialing Primary'. It normally takes a few seconds for the machine to process the transaction.
	The message for this example should display "Check In APPROVED". There is an option to Print receipt by pressing the F3 key. Note: The print option only appears on the screen for a few seconds and then returns to main menu. If you want a receipt, make sure you press the print option timely.
	A receipt of your transaction is printed if requested.
	If you try to check in a child when there is no check out for the previous check in you will receive a message 'DENIED – Check-In Exists' If this happens and it has been more than 24 hours since the previous check in was entered, you must do a previous check out for the previous day the child was checked in before you will be able to check the child in again. See section 4 for 'previous check out'

3.   Daily Check Out

When a child leaves the facility for the day, the parent/household designee must scan his/her finger for the check out. The following are the procedures for this process:

	Household Designee or Alternate Designee presses F2 and scans his/her finger
	Select Primary Case . A list of clients for which the scanner is authorized to check in or out of the center appears on the screen. You must be able to identify the time and attendance number listed on the screen for each child you are checking in or out as the name of the child is not displayed on the screen. Select correct client by touching the correct number (1 or 2 in this example).
	A message appears on the screen "Contacting Host and Dialing Primary'. It normally takes a few seconds for the machine to process the transaction
	In this example, '2' for 'Check Out was pressed. A screen appears with 'Check In Enter Child 1 #__'. **For Child Welfare (formerly known as Office of Community Services) clients, this number is always '01'. Each child is considered a case in TOTS so the number entered here is always '01'.** Press GREEN Enter key.

	A Check Out screen will display again asking you to 'Enter Child - 2 #__'. Press the GREEN ENTER key again. As there are no other clients associated with this time and attendance number, **do not enter any other number on this screen.**
	The 'Attendance Type?' appears on the screen. Select 2-Check Out.
	A message will appear that the machine is dialing in. This takes a few seconds normally.
	The message "Check Out APPROVED' will appear on the screen
	If there is an error, the error message will appear on the screen. In this example, the previous check in was not found. If it has been more than 24 hours, a previous check out will be required. See section 4 for 'previous check out' instructions.

To get back to the main menu from any screen, use the lilac button to the far right beneath the screen as shown in this example.

4. Previous Check In and Previous Check Out

If a child's time and attendance did not get recorded when the child arrived at the child care facility, it may be entered up to seven days (the current day and the previous 6 days) after the date of time and attendance. The Previous Check In and Previous Check Out transaction is used in situations where the parent or authorized representative is not available to scan their finger image at the time the child arrives or leaves the child care facility. Examples of when this transaction must be used are:

- The child is picked up by a bus and transported to the child care facility and a parent or household designee is not available to perform the check in or check out transaction.
- The child arrives at the child care facility after school and a parent or household designee is not available to check in the child.

In each of the above examples, the parent or household designee must use the Previous Check In or Previous Check Out transaction the next time they are at the facility. Previous Check Ins and Check Outs must be completed within 7 days of the missed scans. The seven day allowance includes the current day and the previous 6 days.

The steps for the Previous Check In and Previous Check Out transactions are on the next two pages.

4.1 Previous Check In

	If you did not do a check in for a previous day, it will be necessary to do a "Previous Check In'. To complete a previous check in, you must press the F2 key to finger scan.
	Select the correct client by pressing the 1 or 2 in this example
	Select Attendance Type, which for 'Prev Check In' is 3.

	Enter 'Prev Check In' month and day and press GREEN ENTER key.
	The 'GREEN ENTER' key is located at the bottom right of the machine as shown in this example.
	Enter 'Prev Check In' time and press Green Enter key.
	The date and time are displayed on the screen. Enter a 1 for AM or 2 for PM.
	If you make an error entering the date or time, you can use the YELLOW ARROW key to correct you mistake.

	The message "Check in APPROVED' will appear on the screen.
	If you try to check in a child when there is no check out for the previous check in, you will receive a message 'DENIED – Check-In Exists.' If this happens and it has been more than 24 hours since the previous check in was entered, you must do a previous check out for the previous day the child was checked in before you will be able to check the child in again. See next section for 'previous check out'

4.2 Previous Check Out

	To get back to the main menu to back scan, press the button above the 3 farthest to the right.
	You will be prompted to hit the F2 to scan finger. Scan finger again.

	If you did not do a check out for a previous day, it will be necessary to do a "Previous Check Out". To complete a previous check out, you must press F2 key to finger scan.
	Select the correct client by pressing the 1 or 2 in this example
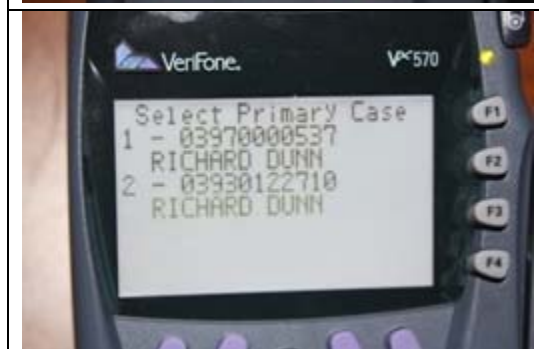
	The 'Attendance Type?' menu appears. Select 4 for 'Prev Check Out'
	A prompt appears for you to enter the 'Prev Check Out Date'. Enter the month and day you are checking out. Press GREEN ENTER key.
	'Prev Check Out' appears on the screen. Enter the time you are checking out. Press ENTER.
	The date and time are displayed on the screen. Enter a 1 for AM or 2 for PM.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.

The message should display "Prev Check Out APPROVED' on the screen. Press F2 to print receipt.

4.3 Error Messages

The following error messages may be displayed before communication with the host if there are any errors from the POS device.

Message	Description
PLEASE TRY AGAIN	There was a mistake made when the information was entered. Re-enter the information.
NOT AVAILABLE	The selection you made is not available.
NOT ALLOWED	You are not authorized to do the selected transaction.
OVER 7 DAYS OLD	The 7-day limit for entering transactions has expired.
NO HOST RESPONSE	The POS device could not receive a response from the main computer.
INVALID DATE	You have entered the date in an invalid format.
INVALID TIME	You have entered the time in an invalid format.

4.4 Communication Messages

The following messages may be encountered on the POS device. These messages do not indicate that any error exists, only that the device is currently performing an activity.

Message	Description
WAITING FOR LINE	Your phone line is busy or out of service
DIALING	The POS device is dialing phone to reach the main computer
LOST COMM W/HOST	The POS device has lost the connection with the main computer and is not receiving a response. You should attempt the transaction again. If the problem persists, contact the Provider Help Desk.
AUTO-SEND SAFS	The POS device has started a regular process of sending stored transactions, if any, to the host for processing.

4.5 POS Error Codes

The following are Error Codes that may be received from the host upon processing a transaction:

POS Check-In/Check-Out Messages

Code	Message Short Description (displayed on POS)	Message Long Description
DC	Provider Inactive	The Provider Number, associated with the POS device, has been inactivated by DSS.
E6	TA#/Person# Not Found	The time and sttendance number/person Number could not be found in the system.
A6	Case Closed	The Case has been closed by DSS.
A4	No Designee Access	The Household Designee (parent or other designee on the case) has been set to 'No Access', restricting activity on the case by that person.
E8	Auth Not Found	A current authorization does not exist on the case for the child.
5	Child# Not Found	The child number entered is not found for the provider authorization on the case.
A0	No Authorized Units	The number of authorized units has been used up through check in/out activity or reduction by DSS.
A8	Open Check-In Exists	An open check-in exists for the child within the last 24 hours. A check-out must be performed before a check-in can be performed.
DD	Check-In Not Found	A check-in within the past 24 hours must be performed before a check-out can be performed.
EF	Overlapping Care	A check-in is being attempted between an existing check-in/check-out span, creating an overlap in the care dates and/or times.
B0	Backscan Error	The previous check-in or previous check-out transaction attempted is not within the backscan period.
E4	Authorization On Hold	Transaction approved, however, the authorization is on-hold with DSS and may restrict payment of services to the provider if the issue regarding the hold is not cleared.
19	System Error Occurred	System error occurred, such as persisting data to the database.

5.   Glossary

The following is a list of some of the terms and abbreviations used in this Operations Manual.

ACS State and Local Solutions – ACS is the company under contract to the Louisiana Department of Children and Family Services (DCFS) to install and maintain the Tracking of Time Services (TOTS) system.

Biometric Finger Scanner- Device that is used for parents or household designees to scan their finger image to begin recording their child(ren)'s attendance at a Child Care facility.

Class A Centers
Class A centers are child care facilities that provide care to seven or more unrelated children and are regulated by the Child Care Licensing and Regulatory Section.

Class M Centers
Class M centers are child care facilities that are licensed by the Department of Defense and are eligible to receive CCAP payments.

Louisiana Department of Children and Family Services (DCFS) – The state agency responsible for child care policy and procedures.

Tracking of Time Services (TOTS) – The name of the Louisiana system used to record and track child care time and attendance.

TA Number – The time and attendance Number for the client.

Point-of-Service (POS) – The equipment used at the center to check children in and out.

Daily Transaction Report – A report that is printed on demand when a provider wants to see all check in and check out activity for the current date